



INDIRECT PERMITTED WASTE HAULER PROCEDURES AND REQUIREMENTS

WASTE HAULER WEBSITE

HRSD has a dedicated web page to waste hauler resources including a comprehensive waste hauler training program. Permit applicants are encouraged to review the information available online at <https://www.hrsd.com/waste-hauler>

REGULATIONS

All discharges into the HRSD sewerage system are subject to the requirements detailed in the HRSD Industrial Wastewater Discharge Regulations. Enforcement mechanisms for violations of HRSD's Industrial Wastewater Discharge Regulations are outlined in the Pretreatment & Pollution Prevention (P3) Enforcement Response Plan.

Electronic copies of these documents are located at <https://www.hrsd.com/discharge-permits>.

RATE SCHEDULE

The HRSD Rate Schedule is located at <http://www.hrsd.com/rateschedule.shtml>.

INSURANCE REQUIREMENTS

A copy of an active certificate of insurance (COI) must be received in this office prior to being issued a HRSD Indirect Wastewater Discharge Permit. The certificate of insurance shall contain, at a minimum, the following information:

General Liability limits: \$1,000,000 per occurrence and \$2,000,000 annual aggregate, naming HRSD as an additional insured

Auto Liability limit: \$1,000,000 per accident

Worker's Compensation: Statutory limits

The HRSD Indirect Wastewater Discharge Permit will require annual submission of the COI. The COI will be due no later than **December 31st of each year**. The COI Handout included with the permit application has additional details.

INDEMNIFICATION STATEMENT

An indemnification statement is included with the permit application. This form must be signed by an authorized representative and submitted before a HRSD Indirect Wastewater Discharge Permit will be issued.

EMAIL CORRESPONDENCE AND SUBMITTALS

The preferred method for submitting correspondence to HRSD is via email to p3data@hrsdc.com. This email address may be used for monthly reports, enforcement response, and other general correspondence. In the subject line of the email please include the company name and purpose of the email. For example: ABC Septic Company April 2022 Monthly Report.

MONTHLY REPORT

The HRSD Indirect Wastewater Discharge Permit requires the submission of a certified monthly report, due in this HRSD office by the 10th day of the following month. Page 6 of this document includes a sample monthly report. This is the general format that should be used when submitting a monthly report indicating the commercial and residential customers serviced for the month. This sample is a guidance tool that shows the required information, but the report is not required to be identical to the one provided. Please review the HRSD

Indirect Wastewater Discharge Permit for specific submission requirements. If there are no discharges to HRSD during the reported month, a statement indicating **"No discharge to HRSD Wastewater Treatment Facilities this month"** must be submitted, along with a certification statement signed by an authorized representative.

USE OF PERMITS

HRSD does not have permit fees. However, there are costs to HRSD with maintaining a permit. Every indirect permit issued requires input from HRSD staff at all levels. Once a permit is active it requires continuous effort from P3 staff regardless of the frequency of discharge. It is HRSD's expectation that permittees will actively use their discharge privileges to justify HRSD maintaining a permit. HRSD reserves the right to drop permits for inactivity, as determined by HRSD. Permitted waste haulers who are dropped as a result of non-use are eligible to submit a new permit application for consideration as needed.

USE OF HRSD FACILITIES

Indirect Permittees must follow all posted instructions at HRSD Wastewater Treatment Facilities at all times. Dischargers are required to immediately report any broken equipment to the plant staff prior to discharge. Additionally, any equipment or property damaged during a discharge must be reported. Report damaged equipment using one of the call boxes on site. Prior to leaving the discharge site, each discharger is expected to clean up any spills or discharges from the vehicle and place the residuals in the hoppers provided. Indirect Permittees and dischargers should conduct themselves in a professional manner while on the plant site. All dischargers are reminded that they must discharge the load and leave the site as soon as practical to allow other dischargers to access the facilities. If a discharger arrives at the discharge site and finds residual debris or evidence that another hauler failed to clean, please report this to treatment plant staff **prior to use. Please be advised that all discharge areas are under video surveillance.**

HARD HAT REQUIREMENT ON HRSD PROPERTY

Hard hats must be worn at all times on HRSD property. Signage including this requirement is posted. **Hard hats will not be supplied by HRSD.**

OPERATING HOURS / AFTER HOURS DISCHARGE

The Atlantic Treatment Plant and Nansemond Treatment Plant are open to hauled waste discharges 24 hours a day. The operating hours for all other HRSD Wastewater Treatment Facilities that accept indirect discharges are from 6:00 AM to 7:00 PM, seven (7) days a week. If an emergency requires an after-hours discharge, prior approval from P3 personnel must be obtained. Notify the P3 personnel of the reason for the after-hours discharge and the estimated arrival time. Routine operations will not be approved for discharge after normal operating hours.

DISCHARGE TYPES BY TREATMENT PLANT

Treatment Plant	Waste Types Accepted	Special Conditions
Atlantic	All	Separate receiving station for grease waste.
Boat Harbor	No grease accepted.	All trucks charged for a full load.
Nansemond	All	Separate receiving station for portable toilet waste.
Williamsburg	All	Separate receiving station for grease waste.
York River	No grease accepted.	NA

**HRSD does not accept mixed loads with grease **

SCALE SYSTEM

HRSD uses an automated scale system to track hauled waste discharges. The scale must be used when discharging at HRSD Wastewater Treatment Facilities, **with the exception of Boat Harbor, which does not have a scale and is billed full load only.**

Scale Procedures are as follows:

1. Pull onto the scale, hold the HRSD access badge against the reader until a faint beep is heard.
2. Select the appropriate waste type.
3. Proceed to the discharge site.
4. Hold the access badge against the reader to unlock the discharge valve (where applicable).
5. Discharge the contents of the truck.
6. Clean the discharge area (including bar screen in areas where applicable).
7. Drive back onto the scale, holding the HRSD access badge against the reader until a faint beep is heard.
8. Obtain a discharge ticket.

If the scale does not properly read the HRSD access badge, press the call button for assistance. A treatment plant operator will answer and give instructions on how to proceed. The driver must follow the plant operator's instructions and obtain a manual discharge ticket before leaving the plant.

Failure to obtain a discharge ticket from any HRSD Wastewater Treatment Facility will result in the billing of a full load and may result in a violation for Failure to Follow Special Conditions of your Indirect Wastewater Discharge Permit.

When there is another truck on the scale, allow plenty of time for that driver to exit the scale and move away from the scale area before pulling onto the scale. The truck on the scale will receive a green light to exit the scale, after which the light will turn red for the scale to reset. Once the scale has reset, the light will turn green again, at which time it is safe to pull onto the scale. If there is a wait to discharge, please do not park near the scale.

For additional details see the plant specific discharge training videos at <https://www.hrsd.com/waste-hauler-training-program-videos>

MANUAL TICKET PROCEDURES

The scale system is designed to be an unmanned process. However, the scale system may malfunction or be temporarily out of service for maintenance. If a waste hauler suspects the scale is malfunctioning, they must contact a plant operator for instruction and work with them to obtain a completed and signed manual ticket.

The plant operator may instruct the waste hauler to manually print the scale weights before and after discharge. These printed scale weights must be presented to plant staff to receive a manual ticket.

If the scale is completely inoperable, plant staff must be notified, and an estimated volume must be recorded **BEFORE** discharge.

All manual tickets that are not signed by a HRSD representative will be billed for a full load and may result in enforcement action.

PLANT DISCHARGE SITE CLOSINGS

In the event an HRSD Wastewater Treatment Facility must close to hauled waste discharges, the P3 Division will notify Permittees via text or email through p3data@hrsdc.com. Details on the hours and/or dates of closure will be included in the email/text.

If an HRSD Wastewater Treatment Facility remains open to indirect dischargers during construction or maintenance, follow all posted signs or special instructions and proceed with caution.

OWNER TRUCK NUMBER LABELING

Permittees are responsible for assigning a truck number to each permitted vehicle. This number must be affixed to the truck and will be included on the HRSD access badge.

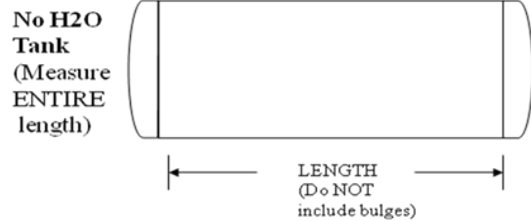
DISCHARGING AT ALTERNATE LOCATIONS

The HRSD Indirect Wastewater Discharge Permit does not prohibit a company from discharging at other facilities that will authorize and accept wastewater; however, before discharging at alternate locations, it is highly recommended the P3 Inspector be contacted to ensure the proposed discharge location is acceptable. If a company is found to be discharging into an unauthorized location, appropriate enforcement actions will be taken.

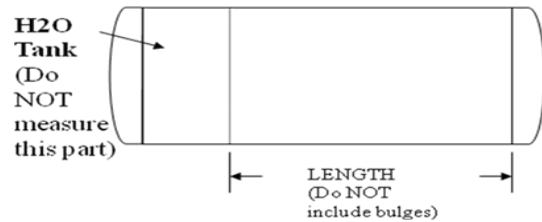
MEASURING TANK VOLUMES

HRSD requires the Permittees to submit the tank specifications from the manufacturer or to perform measurements and provide diagrams of any tank that will be used under the HRSD Indirect Wastewater Discharge Permit. Guidelines for tank measurement are included below.

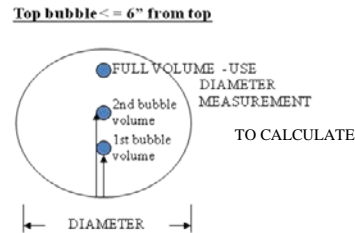
- 1. When measuring the length, do not include the rounded ends.



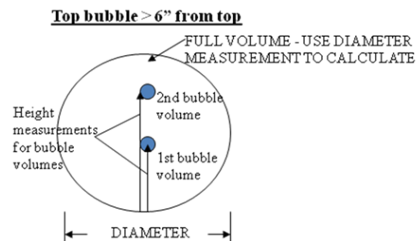
- 2. When measuring a truck that has a potable water tank, do not include the potable water tank, or the rounded end of the waste tank.



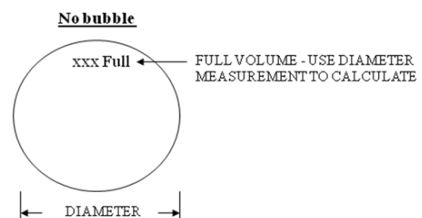
- 3. The diameter and sight glass measurements can be performed from the rear of the tank. If the highest sight glass is < 6" from the top, follow the drawing to the right.



- 4. If the top sight glass is > 6" from the top, follow the drawing to the right.



- 5. If there are no sight glasses located on the back of the tank, follow the drawing to the right.



The measurements can then be entered into a website such as:
<http://www.calculatorsoup.com/calculators/construction/tank.php>.

Once the measurements are obtained send the first page of the calculations page for each site glass and the total (could be multiple pages), or truck schematic with an appropriately signed certification statement to P3data@hrsd.com. Affix the volumes and the truck number on the tank then contact your HRSD Inspector to set a time to have the truck inspected and the badge issued.

Should you have any further questions, please feel free to contact your HRSD P3 Inspector.

Indirect Monthly Report Example

Refer to the example report below as a reference format for the Certified Monthly Report due to HRSD by the 10th day of each following month. All columns in the table are required. For Commercial (non-residential) customers, include business name and address; for Residential customers, list as "Residential" and include the city where pick-up occurred. If you are required to submit additional information as indicated in your Permit, please do so.

TO: HRSD - Pretreatment & Pollution Prevention Division
PO Box 5902
Virginia Beach, VA 23471

FROM: Permittee
Address
City, State Zip

SUBJECT: ABC Septic Company April 2020 Monthly Report

DATE: May 5, 2020

The following commercial and/or residential customers were serviced during the month of April 2020:

Customer Name	Address	Pick-up Date	Truck ID Number	Type of Waste	Quantity (Gallons)	Discharge Date	Discharge Location
Food Lion	1234 Main Street, Virginia Beach	4/2/2020	101	GCD	20	4/2/2020	AT
Country Club GC	321 Hogan Alley, Chesapeake	4/2/2020	101	Septic	1550	4/2/2020	AT
Residential	Chesapeake	4/4/2020	104	Septic	1000	4/4/2020	NP
Residential	Chesapeake	4/4/2020	104	Septic	700	4/4/2020	NP
Oceana Air Show	NAS Oceana, Virginia Beach	4/5/2020	6543	PT	1200	4/6/2020	AT

Waste Types: Domestic Septic Tank (Septic), Grease Control Device (GCD), Pump Station (PS), Portable Toilet (PT), Shipboard Domestic (CHT), Pump around (PA)

HRSD Wastewater Treatment Facilities: Atlantic (AT), Boat Harbor (BH), Nansemond (NP), Williamsburg (WB), York River (YR).

If no wastewater was discharged to HRSD Wastewater Treatment Facilities during a calendar month, you are required to submit a Certified Statement such as: "No discharge to HRSD Wastewater Treatment Facilities this month"

This certified calendar month report must be received in this office by the tenth (10th) day of the following month. Transmitting reports by facsimile or emailing to p3data@hrsd.com are acceptable methods for meeting this deadline. Original signatures are not required for submittals to HRSD; however, original certification statements/signatures that are not submitted to HRSD's Pretreatment & Pollution Prevention Division must be retained by the industry for a period of three (3) years.

Permittees are also required to maintain logbooks or other approved instruments on every waste transporting vehicle which contain entries for each customer.

[The following page includes a printable logbook example.](#)

Waste Hauler Log Book

<u>Customer Name</u> <small>(If non-commercial use "residential")</small>	<u>Address</u> <small>(If residential use City of pickup address)</small>	<u>Pick-up Date</u>	<u>Truck ID Number</u>	<u>Type of Waste</u>	<u>Quantity (Gallons)</u>	<u>Discharge Date</u>	<u>*Discharge Location*</u>

Waste Types: Domestic Septic Tank (Septic), Grease Control Device (GCD), Pump Station (PS), Portable Toilet (PT), Shipboard Domestic (CHT), Pump Around (PA)

HRSD Wastewater Treatment Facilities: Atlantic (AT), Boat Harbor (BH), Nansemond (NP), Williamsburg (WB), York River (YR)

** If discharged at another facility other than HRSD, indicate the facility name.**

Specific Instructions

All permittees are required to maintain a logbook documenting commercial and residential activities. Please refer to the table above as a reference guide.

The information shall be available for inspection by HRSD personnel at all times and logbook records must be maintained for at least 30 days.